

I dont like when I need to make a call I have to wait for an interpreter to answer my call. I could be having an emergency and I am on hold. What if it were a real emergency could it be on hold till the interpreter can reply to my call? of course if I were having a heart attack there would be nothing I could do to get aid. I love the service it really has made calls to doctors office easier but I still see a need for improvement. I also feel that it should be my choice to pick the server. I dont want to be told which server I need to use that is not fair you are able to decide for yourself who will srve you I as a deaf citizen have that same right to decide which server I want to use.

Thank you for all you have done. We the deaf community have really appreciated this provision of VRS many in the community enjoy this service intensely. Yet still there are things that need to be done to improve the calls.

Thank you Ms. Filippone